

CAI
SS700
-77P67.

3 1761 11709804 6



CAI
SS 700
-77P67

CAI
SS 700
-77P67

A PRELIMINARY SURVEY OF
VOLUNTEER BUREAUX/CENTRES
IN CANADA


by

Daniel Morin
Ottawa

Background study produced in 1976 for the National Advisory Council on Voluntary Action and funded by the Department of the Secretary of State. The text reflects the views of the author and not necessarily those of the Advisory Council or of the Department.

Assistance to Community
Groups Programme
Secretary of State
Ottawa K1A 0M5

November 1977



Digitized by the Internet Archive
in 2023 with funding from
University of Toronto

<https://archive.org/details/31761117098046>

TABLE OF CONTENTS

	Page
1. Introduction	1
2. Aims of Volunteer Centres	2
3. Activities of Volunteer Centres	4
4. Voluntary Resources and the Range of Volunteer Involvement	9
4.1 Volunteer Groups	9
4.2 Sources of Recruitment	10
4.3 The Various Kinds of Volunteer Activity	
5. Operational Problems of Volunteer Centres	14
6. The Future of Volunteer Centres	17
Appendix I Copies of letters sent to Volunteer Centres	21
Appendix II List and Addresses of Volunteer Centres which replied	23
Bibliography	26

1. INTRODUCTION

Volunteer centres play a large role in the field of voluntary action in Canada.

In the thirties, when the first volunteer centres were set up, their role was limited almost exclusively to volunteer recruitment. Nevertheless, with the passage of the years, this role was extensively broadened primarily because of the expansion of the areas in which volunteers were active.

The outcome of this is therefore that volunteer centres are now more involved in several other aspects of voluntary action such as the co-ordination of projects, distribution of information, planning of strategies, etc...

This study is specifically concerned with the role and the activities of volunteer centres as they are to-day.

We will tackle the question of the present and future status of volunteer centres and also the role of the Canadian Committee on Volunteerism.

We obtained the information for our research from reports published by volunteer centres, other organizations and individuals. We also wrote to several centres across the country, thus acquiring additional information. However, this source proved to be less fruitful than expected, primarily because of the contents of our letter which could have led to confusion.

2. AIMS OF VOLUNTEER CENTRES

The aims and objectives of volunteer centres have been broadened considerably in recent years.

However, we believe that the principal goal of volunteer centres is still to ensure quality, continuity and stability of volunteer activity by continuing to recruit volunteers in sufficient numbers. The volunteer centre therefore seeks to stimulate and motivate participation in every sector of the community.

Although the recruitment of volunteers continue to be the most important goal for volunteer centres, other goals have now been added.

- 1) To become aware of the needs of the community and to evaluate them in order to take action to fulfill these needs.
- 2) To ensure that the quality of volunteer work remains constant while setting up service and output criteria in order that volunteers may have the feeling of taking up a challenge and of putting their competence and their abilities to the test.
- 3) To co-ordinate volunteer activities in community organizations.

- 4) To spread the ideology, the philosophy and the aims of voluntary action.
- 5) To act as an intermediary between volunteers and voluntary organizations, and between volunteers and professionals.
- 6) To inform people on the possible range of volunteer activity.
- 7) To serve as interpreter of the worth of volunteer services and programmes.
- 8) To stimulate the use of volunteers in organizations which do not now use their services.
- 9) To develop community consciousness towards social problems and community needs.
- 10) To ensure the participation of non-voluntary groups, such as governments, professional associations, etc... in voluntary activity.
- 11) To carry out research activities and share information on volunteer activities with various voluntary organizations.
- 12) To ensure competence of volunteers and co-ordinators of volunteers by setting up effective training programmes.

We believe that these aims of the volunteer centres are the most important ones. It also appears to us that all volunteer centres are not in agreement with the above stated aims. Most certainly, some of the objectives may not be physically attainable, whether for lack of funds or simply because of a shortage of personnel. Others would say that certain of the objectives announced overstep the role that ought to be borne by volunteer centres in the community of voluntary action. There does not appear to be a consensus on this subject.

3. ACTIVITIES OF VOLUNTEER CENTRES

1) Recruitment of Volunteers

To recruit volunteers, it is necessary first of all to know how to get in touch with the market. Volunteer centres employ various methods depending upon the resources they have at their disposal. To start with, brochures and pamphlets can be published informing volunteers and people generally on the opportunities for voluntary activity in the area. For example, the Vancouver Volunteer Bureau publishes a news bulletin every month which informs interested persons on the most recent developments in voluntary service in the Vancouver region and elsewhere. Some centres organize conferences and meetings where interested people may come to acquaint themselves with the range of activities which are

open to them. The media can also be used, although this latter means appears to be less utilized perhaps due to lack of funds. The future volunteer may also be referred by an already active volunteer.

When an interested individual offers his services, the recruitment process does not instantly end there. One might even say it has scarcely begun.

In general, the candidate has first of all to fill out a form giving his age, his aptitudes, his interests, why he is interested in voluntary activity, etc... This stage may be followed up by an interview with a member of the centre.

Most of the time, several work possibilities are explored with the candidate, who will select what interests him most.

The work of the centre does not cease however when the volunteer has been placed in an organization. Although the centre's counsellor may have attempted to find a place corresponding to the candidate's needs and although the latter may have accepted the work, he cannot be sure that the work will fulfill the needs of the candidate and that he will feel at ease in it. This is why it is necessary to get in touch with the candidate and the organization after a period of approximately two weeks in order to evaluate the work accomplished by the volunteer. If it happens that the interested parties decide that the output is unsatisfactory, it would be advisable to try to find alternative work for the volunteer or, more simply, come to grips with the problems which present themselves.

Thus the work of the centre is not solely limited to recruitment of volunteers. It comprises also orientation, placement and evaluation of the volunteer.

2) Consultation

When we speak of consultation, we mean, at one and the same time, consultation with voluntary organizations and also with other outside organizations. Volunteer centres are frequently called upon to set up certain volunteer programmes and services. Occasionally, these programs are not for the use of the community but more for the use of volunteers; this is the case, for example, for volunteer training programmes. Also the centre must keep in constant touch with organizations which use its services in order to respond well to their needs. It does happen also that the centre may have to communicate with other non-voluntary organizations for a variety of reasons. Thus, the centre may communicate with an association of professionals to make its needs for such and such a type of volunteer known to it. The centre may also have to deal with a community college to establish, for example, a course for the use of volunteers. We have mentioned that one of the aims of volunteer centres is to enquire into the needs of the community. The most effective way of

determining those needs is consultation with the community by way of various community organizations, whether they are voluntary or not.

3) Information and Publicity

Another activity of the volunteer centre lies in informing the public and attending to public relations and publicity. These activities are not solely for volunteer recruitment purposes. They may occasionally serve to inform the public on services offered by various organizations so that people may benefit from them. In addition, the volunteer centre becomes the mouth-piece for voluntary organizations with the publication of brochures in which the aims of volunteers are expounded. Publicity is also an excellent way to arouse people to problems, to make known the contribution of volunteerism within the community, and to ensure a greater support from the public for this type of activity.

4) The co-ordination of special activities

It sometimes happens that the volunteer centre gets involved in a project or special program. Its participation may have been solicited but it may have been self-generated. These projects may include the planning of a Christmas fund-raising campaign, the setting up of a summer employment program for young people, etc...

5) Meetings between volunteers

It is important that a volunteer be able to speak about his work, about his problems, that he may be able to meet other people who have chosen the same direction as himself. This is why some volunteer centres organize regular meetings between volunteers, volunteer co-ordinators and professionals. These meetings can be an excellent way for volunteers and co-ordinators to discuss problems which they would otherwise not have the time to tackle.

6) Training of volunteers

This last area of volunteer centre activities includes, at one and the same time, consultation, co-ordination and evaluation of tasks. In order to establish training programmes the centre must first of all determine the requirements of the volunteer centres; it must also find the resources available for training courses; finally, it must make certain that everything goes well. Most volunteer co-ordinators and volunteers can acquire training in community colleges. In the majority of cases, training programmes and courses for the use of volunteers are established in community colleges in collaboration with volunteer centres.

7) Research projects

This volunteer centre activity is only possible if the latter possesses the resources necessary to carry out a research study well. Often, there is too much to do, thus no one is free to enquire into an area where it

could be necessary to obtain information. Nevertheless, in recent years, several reports have been published by volunteer centres, particularly in Vancouver, Hamilton and Toronto.

This list of volunteer centre activities is not complete. Several volunteer centres are involved also in other types of activity. Others are not active in some of the areas we have mentioned. However, we believe that this list conveys in a rather general manner, trends appearing at this time. It stands to reason that, as a general rule, volunteer centres provide services and are not so much involved in advocating particular causes as other organizations involved in voluntary action.

We wish to speak here about a project undertaken by the Vancouver Volunteer Bureau. The Voluntary Action Resource Centre obtained a grant of \$45,000 in 1974 and was thus able to begin its activities. Its objectives, as then expressed, were the following:

- 1) To serve as a clearinghouse of information on voluntary action, ensuring a link between organizations, groups and individuals wishing to share information and to become more fully aware of voluntary action.
- 2) To assist in improving local delivery for voluntary services by aiding in the design of innovation and more effective use of human resources.
- 3) To bring people from the world of business and industry, from the teaching profession, from government and new groups of citizens into the volunteer movement and thereby ensure an improvement in co-ordination and communication.
- 4) Through research and enquiry, to become the advocate of promotion of the voluntary action.
- 5) To sponsor workshops and provide leadership to conferences, for the promotion of the voluntary action.
- 6) To support research on voluntary action in the province and to publish the fruits of this research.

We believe that this project is very important. We have noted in the course of our research, that the documentation available on the subject of volunteer centres and on voluntarism in general is not so very plentiful. Perhaps it would be possible to establish other centres of this kind across the country in order to allow a greater distribution of information on the subject which interests us.

4. VOLUNTEER RESOURCES AND THE RANGE OF VOLUNTEER INVOLVEMENT

Volunteer centres are organizations which mainly reach the middle class market in Canada. Thus, the centres do not necessarily reach every possible category of volunteer nor the whole range of volunteer activity. Here, we present a list of the various volunteer categories from which volunteers could be recruited and the areas of volunteer involvement that volunteer centres could try to branch into in the future.

4.1 VOLUNTEER CATEGORIES

a) Low income groups

Today, a growing number of low-income people, many being parts of minority groups are joining forces with their neighbours and friends to bring about changes in their community. Very often their involvement is based on a specific interest; for example, better housing or better education for their children. Later on, they may extend their commitment to other community problems. Very often, the very survival of these groups depends on their sharing resources and working together.

b) Handicapped people, institutionalized or confined at home

Some people, confined at home or in an institution who sometimes possess professional or technical training, wish to use their talents and to develop new interests. In nearly every community, there are handicapped people who would wish to become volunteers if they knew that their contribution would be accepted.

c) Delinquents

A number of communities provide opportunities for minor offenders to do voluntary work rather than pay a fine or go to prison. The delinquent is interviewed, as would be any other volunteer, to establish his competence, his interests etc... This type of programme, in addition to providing a community service, is an experiment in rehabilitating delinquents.

d) Young people

In and out of school, young people are most active as volunteers striving to meet certain community needs and to correct noticeable ills in society.

Some colleges have programmes to help students become involved as volunteers. In some schools such as Wilfrid Laurier University, Waterloo, Ontario, professors require students to take part in a volunteer experience, for example in social work. The object of this requirement is to enable students to develop techniques and a better understanding of community needs.

e) Old people

Old people are often perceived as recipients of volunteer services but this is not always the case. Many golden agers are active volunteers; they help other old persons, provide entertainment, tutor young people, offer transportation, develop employment services for the over 65 etc...

4.2 SOURCES OF RECRUITMENT

There are many sources where volunteers can be recruited and which volunteer centres can tap. These appear to us to be the most important:

a) The business and industrial community

Recently, business and industry have developed policies favourable to volunteerism. Of course, several companies have already created foundations from which voluntary organizations have been able to request subsidies.

However, a certain trend is becoming apparent in which heads of firms are making more time available to their employees to allow them to get involved in voluntary activity. Some administrators, managers and professionals are themselves involved in this area personally.

b) The unions

The community service departments in several unions are dedicating more and more time and effort to volunteer activity. Sometimes, the unions exercise a leadership role to solve various social problems in such areas as housing, recreation, help to the chronically unemployed (in order that they may better adapt to a new job, for example...), etc...

c) Organized groups

Clubs, associations, guilds may also be excellent sources for the recruitment of volunteers. Several volunteer programmes are the result of the collective or individual initiative of such groups.

d) Professionals

Traditionally, professionals were often members of committees or of boards of directors. However, many give of their time as advisers, researchers, planners, etc... Architects, lawyers, accountants, doctors, nurses, social workers, teachers and several other specialists respond favourably when their expertise is requested.

4.3 THE VARIOUS KINDS OF VOLUNTEER ACTIVITY

Here we offer a classification of the various areas in which volunteer activity may play a role nowadays.

- a) Civic affairs: to stimulate citizens' interest in government, to help in registration of voters, to propose legislation, etc...
- b) Communications and public relations: to prepare brochures/ educational material, to develop information for television, radio, newspapers, etc...
- c) Community services: to find people in need, to organize self-help groups, to involve young people in community projects, to form coalitions for planning and action purposes, to work on governmental advisory organizations, etc...
- d) Services to consumers: to provide financial and budgetary advice, consumer education, the formation of co-operatives and purchasing groups, to carry out research on consumers' interests, etc...
- e) Cultural activities: to teach art, to add music programmes in schools, to finance art centres, etc...
- f) Education: to work with illiterate adults, to create book-purchasing services, to find money for those who wish to obtain a post secondary education but lack the means for it, to help those who have not completed their studies to return to school, etc...
- g) Services oriented towards youth, children and the family: to provide day-care centres, to involve parents in the development of their children, etc...
- h) Charity programmes: to provide clothing and food for emergencies, to manage economy shops (Ottawa Neighbourhood Services), Christmas campaigns, etc...
- i) Mental and physical health: work in hospitals and clinics, education on the prevention of illness, to prevent suicide attempts through distress centres, to contribute to rehabilitation programmes, reintegration of the sick into the community, etc...
- j) Housing: to develop non-profit programmes for building new homes, to ease tenant/landlord relations, etc...
- k) Interethnic/interracial relations: to organize meetings between ethnic and racial groups, to participate in integration attempts, to close the generation gap, etc...

- l) Legal rights, law and security, crime prevention: to participate in probation programmes, to work with juveniles to prevent delinquency, to procure legal services, to help ex-prisoners return to society, to improve police-community relations, etc...
- m) Nutrition: to develop good nutritional habits, to develop nutrition programmes in schools, etc...
- n) Organization and administration in volunteerism: to operate volunteer centres, to recruit volunteers, to compile lists of the range of activities in volunteerism.
- o) Physical environment: to fight pollution, to contribute to education in conservation, to work for birth control, to operate recycling centres, etc...
- p) Socio-psychological support services: to play the role of a big brother or big sister in the lives of children who need additional relationships with adults, to give help to unmarried mothers, to develop half-way houses, etc...

5. OPERATIONAL PROBLEMS OF VOLUNTEER CENTRES

- 1) Accessibility: By accessibility we mean problems of contact with the community. Some volunteer centres, particularly those located in such large cities as Toronto and Montreal, have noticed that the geographical location of the centre could cause some problems. Thus, more and more, candidates may live in the suburbs, whereas the volunteer centre itself is located in the heart of the city. Some people were not prepared to make a long journey by car or bus to get to the centre. Thus the volunteer centre found itself isolated in some ways. To solve this problem, some centres have set up sub-offices elsewhere in town and sometimes outside town in order to get in touch with people in the most effective way.
- 2) Ineffective volunteers: Sometimes it happens that volunteers may not be qualified for the work they are asked to do. In some cases, the volunteer will hinder the work of other people without noticing. If the volunteer has been referred by the centres, the poor performance of the volunteer may be attributed to the fact that the centre has not oriented the recruit properly. The organization may then no longer wish to use the services of the volunteer centre. We have already mentioned that an evaluation session after two or three weeks of probation may help solve the problem.
- 3) Ignorance of the objectives and the activities of the centre by the membership: Some people who have had contact with volunteer centres criticize members of these centres for not always keeping informed on the objectives and the role of the volunteer centre. This is a current problem in several centres, but the means to solve it are also available. Thus, a more informed member can discuss some aspect of

the centre with another member who appears to be somewhat confused. Meetings can be encouraged to take place between members. When a new member arrives at the centre it is possible to organize an orientation session. In addition, a new member could follow another more experienced member for one or two days while he is working. This problem appears to arise mainly among new members and with a bit of experience everything settles down.

- 4) Lack of information in organizations: It happens occasionally that some organizations may not be up-to-date with all the services offered by the volunteer centre. Sometimes, these organizations recruit their own volunteers and do not see the need for calling upon the volunteer centre as they are uninformed on the other services offered by the centre. The best way of solving this problem appears to be to get in touch with the organizations. This contact can be personal or the centre can publish a leaflet periodically giving a list of services offered by the centre.
- 5) Financing: Some centres spring into being and survive thanks to grants from governments or other organizations which, nevertheless, may withdraw their support at any time. The way to control this problem is to try to ensure some sufficiency through contributions. Thus organizations benefiting from the services of the volunteer centre could pay some fixed amount. It may equally be possible to set an entry fee for some of the organized activities of the centre.
- 6) High absentee rate of board of directors meetings: Some volunteer centres experience difficulty in obtaining a quorum at committee meetings or board of directors meetings. Then it becomes difficult to manage the activities of the centre. To overcome this problem, it would be advisable to remind members of the board that there will be a meeting, say, that evening or the next day; equally it is possible to communicate with absent members after the meeting to brief them on what was said at the meeting and bring to their notice that their presence was missed, since the other members were able to benefit from their informed remarks.

To sum up, it is just a matter of raising the significance of meetings in the eyes of absentees.

6. THE FUTURE OF VOLUNTEER CENTRES

1) The status of volunteer centres

At the present time, numerous discussions have taken place in several centres in order to know what ought to be the future status of volunteer centres. Some centres have been established thanks to a grant from the United Way, others are affiliated with the Social Planning Council (SPC) in their region, and finally others have been created independently through the initiative of a group of interested people or a LIP grant. There are advantages and disadvantages for each type of structure mentioned.

We give here a list of some of the arguments put forward to organizations and volunteers who consider that centres affiliated with the SPC in their region should stay that way:

- a) Makes office administration easier; a break from SPC would bring with it duplication of personnel, of administration, etc...
- b) The control of the centre ought to originate with the organizations which use the centre under the sponsorship of SPC.
- c) Affiliation with SPC ensures better communication and a greater effectiveness of the centre.
- d) The SPC and the volunteer centre are engaged in complementary tasks.

The following are some arguments against continual affiliation of the volunteer centres with the regional SPC;

- a) To establish the centre as a separate entity with its own board and committees so that it may have the time and the capacity to concentrate on voluntary work.
- b) The centre should project its own image which would not be eclipsed by that of the SPC.
- c) The centre would have the freedom to steer itself in the direction that expressed needs dictate to it.
- d) The centre ought to have a greater community responsibility through its own citizens committee.
- e) Most centres have been operating for a long enough time to provide for their own needs. Financing could perhaps be made easier.

One group involved in volunteer activity favours the following solution, namely, that volunteer centres become a municipal service. The reasons put forward are the following:

- a) The centre would be better known as a public agency.
- b) The fact that the centre is a municipal service would lead to a greater recognition on the part of the public and would ensure a higher level of output.

The question of the status of the volunteer centre concerns not only the Hamilton Volunteer Bureau. Several centres have also become involved in discussing the subject. In the future each centre will have to settle the question once and for all according to its own needs, its own resources and according to the nature of the community which it services.

¹ Information quoted is drawn from a study by Donald F. Bellamy and Lilian M. Wells, entitled "The Volunteer Bureau after a Decade" published by the Hamilton Volunteer Bureau in May 1974.

2) The Canadian Committee on Volunteerism (CCV)

We have little information on the subject of the CCV. Novia Carter in her study "Volunteers: the untapped potential" mentions the committee briefly. She informs us that the creation of the committee dates from 1974.

Our research has allowed us to conclude that the role of this association of volunteer centres is primarily to serve as a centre where the volunteer centres can meet to obtain information on voluntary action in this country. The Committee also claims to be the spokesman for volunteer centres wishing to establish communications with the federal and provincial governments. It also wants to consolidate the strength and the activities of the centres by uniting them into a common organizations.

We believe that one of the main objectives of the CCV ought to be the preparation of documents giving an insight into the role of voluntary action on a national scale. This kind of information appears to be very difficult to obtain in Canada, as we already mentioned before in this study. In the United States, the National Centre for Voluntary Action is already very involved in the preparation and publication of such documents.

The Committee is divided into five regions: British Columbia and the Yukon, the Prairies, Ontario, Quebec and the Maritimes, each of which has a large measure of autonomy; the stage of development varies with each region.

3) Future priorities for volunteer centres

We have mentioned the volunteer resources present in voluntary action to day. One of the priorities of the volunteer centre in the future ought to be to examine its structures and organization, in order to ensure that all these resources are represented and their requirements are in a position to be filled.

Moreover, volunteer centres should ensure that higher output criteria are established for volunteers. This measure would be aimed at wiping out the prejudice which appears to persist in the minds of a great number of people to-day that volunteers are only amateurs who try to do the work of professionals.

Also the volunteer centres ought to extend their activities and put more effort into the training of volunteers and their personal development.

In addition, the volunteer centres ought to make an effort to find new areas of activity in accordance with the needs which make themselves felt in the community. This implies that the centres ought to continue established consultation with some organizations and also attempt to establish communication with other groups which may be aware of new and unfilled needs.

Lastly, volunteer centres ought to attempt to find solutions to problems which affect voluntary organizations, in collaboration, of course, with these organizations.

Some problems which could be examined are the high rate of resignations and departures on the part of volunteers within organizations and how to improve and strengthen recruiting programmes of organizations which use volunteers, etc...

We have concluded that these priorities ought to be the most important for future years, according to the comments we have obtained during our research, and according to our own evaluation of the situation in volunteer centres.

APPENDIX I

COPIES OF LETTERS SENT TO VOLUNTEER CENTRES

Voluntary Action Council of Canada
Conseil de l'action volontaire
Canadian Council on Voluntary Action
Conseil canadien de l'action volontaire

Secretary of State
990, Hunter Building
56 O'Connor Street
Ottawa, Ontario

June 7, 1976

Dear Sir or Madam:

We are presently involved in a study of voluntary action in Canada.

Does your centre now offer any courses which deal specifically with voluntary action or organizations; the training and/or motivation of volunteers; the utilization of volunteers in agencies which are staffed by professional social workers?

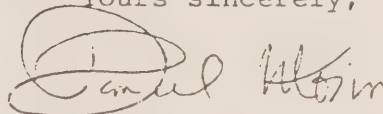
We are particularly interested in the implications of professional / volunteer relations and their effect on service.

We would also like to know if your centre offers such courses in conjunction with a community college or university.

Should you have available any materials or course descriptions on these particular topics I would be pleased to hear from you.

Many thanks for your help.

Yours sincerely,



Daniel Morin,
Researcher

Secrétariat d'Etat
990, Edifice Hunter
56 O'Connor
Ottawa, Ontario

le 7 juin, 1976

Cher Monsieur ou Madame:

Nous sommes à compléter une étude sur l'action volontaire au Canada.

Votre centre offre-t-il des cours qui ont rapport à l'action et les organisations volontaires; l'entraînement et/ou la motivation de volontaires; l'emploi de volontaires dans des organismes qui emploient des travailleurs sociaux professionnels?

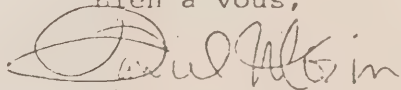
Nous sommes particulièrement intéressés par les implications des relations professionnel/volontaires et leurs effets sur le service.

Nous aimerions aussi savoir si votre centre offre de tels cours en coopération avec un collègue communautaire ou une université.

Si vous possédez des documents ou des descriptions de cours pouvant nous aider dans la recherche de ces domaines nous aimerions avoir de vos nouvelles.

Nous vous remercions à l'avance pour votre aide.

Bien à vous,

A handwritten signature in dark ink, appearing to read 'Daniel Morin', with a stylized, cursive script.

Daniel Morin,
rechercheur

APPENDIX II

LIST AND ADDRESSES OF VOLUNTEER CENTRES WHICH REPLIED

BRITISH COLUMBIA

1. Volunteer Bureau of Greater Vancouver
1625 W. 8th St.
Vancouver, B.C.
V6J 1T9
2. Chilliwack Community Services
3 Gore Ave.
Chilliwack B.C.
V2P 1Z5
3. Burnaby Volunteer Centre
Suite 101, 5550 East Hastings St.
Burnaby B.C.
4. Co-operative Community Services
185 Lakeshore Drive, W.
Penticton, B.C.
5. Richmond Volunteer Centre
712 Westminster Highway
Richmond, B.C.
6. Mission Community Services
33070-5th Ave.
Mission, B.C.

ALBERTA

1. Volunteer Centre
1129 17th ave.
Calgary, Alberta
2. Volunteer Action Centre
11011 Jasper Ave.
Edmonton, Alberta
3. Southwest Edmonton Volunteer Association
5035- 108A Street
Edmonton, Alberta

MANITOBA

1. The Volunteer Bureau
501-177 Lombard Ave.
Winnipeg Manitoba

ONTARIO

1. The Central Volunteer Bureau
85 Plymouth Street
Ottawa, Ontario
2. Volunteer Centre of Metropolitan Toronto
3. Volunteer Bureau of Hamilton
1534 King Street E.

4. Community Volunteer Bureau
310 Bagot St. Suite 102
Kingston, Ontario
5. The Volunteer Centre of Peel
93 Dundas St., Suite 105
Mississauga, Ontario
6. Peterborough Information Centre and Volunteer Bureau
165 King St.
Peterborough, Ontario
7. Central Volunteer Bureau of Kitchener & Waterloo
18 Queen St., North,
Kitchener, Ontario
8. Volunteer Bureau of Sarnia-Lambton
P.O. Box 1083, 137 Davis St.
Sarnia, Ontario
9. Sudbury Regional Information Centre
67 Elm Street East
Suite 204
Sudbury, Ontario
10. Volunteer Action Centre
P.O. Box 1414
North Bay, Ontario
11. Community Information Centre
18 Queen St. North
Kitchener, Ontario

QUEBEC

1. Centre de bénévolat de Cowansville
C.P. 201
Cowansville, Québec
2. Centre de bénévolat
C.P. 396
1380 rue Desgagnés
Sherbrooke, Québec
3. Service bénévole de Montréal Inc.
Suite 900
2015 rue Drummond
Montréal, Québec
4. Centre de bénévolat de la vallée du Richelieu
33 rue St-Charles
Mont St-Hilaire, Québec

NEW BRUNSWICK

1. Volunteer Bureau
10 King St.
St John, N.B.

NEWFOUNDLAND

1. Community Services Council
146 Duckworth St.
St. John's, Newfoundland

BIBLIOGRAPHY

1. Le bénévolat: Potentiel Inexploité. Novia Carter, Le Conseil canadien de Développement Social, 1975, 173 pp.
2. New Directions: The Volunteer Bureau After a Decade, Donald F. Bellamy et Lillian M. Wells, Social Planning and Research Council of Hamilton and District, 1974, 93 pp.
3. Helping The Volunteer Get Started: The Role of The Volunteer Centre, Ruby Sills Miller, National Center for Voluntary Action, 1972, 89 pp.
4. Self-Evaluation Handbook for Voluntary Action Centers, Carol Allan, The National Center For Voluntary Action, 1976, 48pp
5. Volunteer Training: A Study of Community Practice (Edition condensée), Lyn Clark, et Janette Baker, Volunteer Centre of Metropolitan Toronto, 1975, 34 pp
6. Volunteer Co-ordinating Centres in your Community, Report of the British Columbia/Yukon Regional Conference on Volunteerism Held May 22-24 1975 at Vancouver B.C., 22pp
7. Volunteer Activity in the Vancouver Area, Ronald W. Lakes, The Volunteer Bureau of Greater Vancouver and The Social Planning Department and United Way of Greater Vancouver, 1976, 35 pp
8. New Approaches to Working With Volunteers, an institute November 28, 29, 30, 1972, sponsored by the Volunteer bureau of Greater Vancouver, and University of British Columbia, 59 pp

 **ACCO USA**
WHEELING, ILLINOIS 60090

25074

MADE
IN
USA



50505 25074 5

LT. GRAY/GRIS/GRIS CLARO

